

Procedures for Correcting MOWINS Data Mismatched Data

Log into Crystal Reports. Find a reports titled, “Medicaidid (PMI) and Externalid Eligibles” and “Medicaidid (PMI) and Externalid Mis-Matches” in the Local Agency Administrative Management folder. These reports cannot be generated by agency number. You will get a report for all mismatches in all agencies. You will need to just view and reconcile the ones for agency.

You will then see a report generated that shows a listing of participants in your clinic that have DCNs assigned but may have duplicate DCNs assigned to them or the DCN assigned has errors (ie; DOB, Participant Name, or Gender).

Figure 1. Eligibles Report

MOWINS Medicaidid(PMI) and MOWINS Externalid Eligibles with Department of Social Services DCN Data for Comparison and Review							
3/4/2014 1:26:01 AM							
<small>"This report may contain confidential information. Any unauthorized access, use and/or disclosure of confidential information may result in a loss of access privileges, an action for civil damages, an action for criminal charges, and/or disciplinary action including but not limited to suspension or dismissal."</small>							
Agency #	StateWICID	Mowins PMI	Mowins External ID	Last Name	First Name	Gender	DOB
000	00XXXXXX	12345678		SMITH	AVA	F	10/31/2013
			DSS: 12345678	SMITHE	AVA	F	10/31/2013
			DSS:				

Figure 2. Mis-Matches Report

MOWINS Medicaidid(PMI) and MOWINS Externalid Mis-Matches with Department of Social Services DCN Data for Comparison and Review							
3/4/2014 1:25:02 AM							
<small>"This report may contain confidential information. Any unauthorized access, use and/or disclosure of confidential information may result in a loss of access privileges, an action for civil damages, an action for criminal charges, and/or disciplinary action including but not limited to suspension or dismissal."</small>							
Agency #	StateWICID	Mowins PMI	Mowins External ID	Last Name	First Name	Gender	DOB
000	00XXXXXX	24680123	64176846	JONES	JOAN	F	02/23/2012
			DSS: 24680123	JONES	JOAN	F	02/23/2012
			DSS: 32108642	JONES	JOAN	F	02/23/2012

We will need you to help us fix these mismatches or report duplicate DCNs for these participants. It will be your responsibility to verify the correct participant information and make the change in the participant’s folder (in the demographics area) or let the WIC Help Desk know what needs changed. You should also fill out the WIC-38 to report any duplicate DCNs on each participant.

In Figure 1, you can see that Ava’s last name is spelled two different ways. You should **verify what the correct spelling of her last name should be**. If MOWINS has the name incorrect, make the correction in her folder. If PROD is incorrect, you will then fill out the WIC-38 form for this participant and submit it to WICHelpDesk@health.mo.gov or fax it to (573) 526-1470.

In Figure 2, Joan Jones has duplicate DCNs. You will be **entering the lower of the two numbers into the PMI field** in MOWINS on the Demographics tab. You will then fill out the WIC-38 form for this participant and submit it to WICHelpDesk@health.mo.gov or fax it to (573) 526-1470.

Thank you for helping to clean up our data. If you have any questions about this process, please feel free to call Wanda Hogrefe at the WIC Help Desk at 800-554-2544.

Notes:

- When doing a good search for participant DCN numbers in PROD, please remember to do searches using the following criteria:
Last Name: no spaces or special characters, if person has a double last name, search for each name separate and together, previous known names (alias)
First Name Initial: Remember: names like Rebecca-may find as Becky or Becca, so search using alias options as well
Middle Initial: DO NOT USE THIS OPTION, you'll get better results
Suffix: DO NOT USE THIS OPTION
Sex: M or F, but might have been entered wrong, so search using both options
Birth Date: Enter as MMDDYYYY with no slashes or dashes
Soc Sec No: DO NOT USE THIS OPTION
Wide Search: ALWAYS enter a Y in that field
- When you are entering a DCN number in the PMI field in MOWINS, ALWAYS enter the lower of the DCN numbers in that field. Do NOT enter mom's DCN, HHID, or SWID in that field for the infant or enter any words or zeroes in the PMI field.
- If the participant does not have a DCN number assigned to them, please assign one.